

Covid – 19 Crisis Line

Ten Point Prompt for Medicines Issues

Open questions are best placed but the prompts below can be used to support the call handler

To be confirmed as part of triage: Name, age, gender, if they are calling for self or others

1. Establish if they take any prescribed medicines, if they have an existing mental health condition or if they are experiencing a mental health problem for the first time. Establish:
 - a. Name of mental health medicine and dose
 - b. How often they take it
 - c. How long have they been prescribed it for
 - d. Who prescribes it
2. Are they in a safe place at the moment
3. Have they ingested any medicines, illicit recreational drugs or substances that can cause harm or have they taken more than they should have. If so, how much and how long ago?
4. Are there any new or worsening symptoms. Extra caution if prescribed lithium, antipsychotics, clozapine. Understand any presenting symptoms of toxicity / significant side effects / relapse.
Eg diarrhoea, vomiting, mental state changes, falls, constipation, tremor, high blood glucose (if diabetic), dyspnoea, flu-like /pneumonia symptoms, shortness of breath
5. When did they last take the medicine or when are they next due to take it. Establish if they have stopped taking their prescribed medicine and if have a current supply
6. Are they part of the shielded / vulnerable group for Covid-19
7. Have they contacted their usual GP, Mental Health Team or Pharmacist / Chemist
8. Do they take any other medicines for any other condition / any other underlying condition
9. Have they had any significant life changes or triggers that have brought about symptoms
10. Are there any safe-guarding concerns for themselves or others

Red flags / risk factors to be assessed including:

- Suicide risk / risk of harm to others
- Urgent palliative care medicines issues
- Covid-19 symptoms and high risk, including prescribed clozapine, lithium or benzodiazepines
- Deteriorating physical health
- Seeking medicines liable to abuse

Consider onward referral to:

- HTTs / CMHTs. CWP Pharmacy Team can be contacted by the call handler Mon-Fri 8.30pm - 4.30pm via cwp.medicinesqueries@nhs.net
- Community Pharmacy for supply of current prescribed medicines if they have run out and they usually obtain it from their pharmacy: via the NHS Community Pharmacist Consultation Service- 111Online urgent medicines pathway
<https://111.nhs.uk/emergency-prescription>